

10 Stage 6 Standard Operating Procedure

10.1 Purpose

The activities and products of Stage 6 (System Operations and Performance) complete the project development cycle by instituting a feedback loop to provide input from the department's Operations, Maintenance, and Traffic groups on needed improvements and effectiveness of design and construction procedures. Observations of systems performance and operational issues are critical input to avoid repeating mistakes and improving the cost effectiveness of the transportation system.

10.2 Process

The groups that are key to the evaluation of System Operations and Performance are:

- Traffic Operations
- District Maintenance
- ITS/TMC
- Headquarters Maintenance
- Traffic Engineering
- Design (Preservation)
- Management Systems

The Assistant Secretary of Operations and the Chief Engineer, Office of Highways, will conduct a joint annual review of system performance and budget. The goals of this review will be:

1. To develop an accurate assessment of the status of System Operations and Performance.
2. To review expenditures and develop budget strategies to support Operations, Maintenance, and Traffic Management.
3. To present strategies and direction to the project selection teams.

In order to accomplish these goals, it will be necessary to rely on status reports from the key groups defined above. In some cases, these reports are currently being generated, but where they don't exist, status reports and report guidelines will have to be established.

Status Reports: The following status reports will be delivered annually to the offices of the Assistant Secretary of Operations and the Chief Engineer, Office of Highways. The reports will consist of the following products:

- Traffic Report
 - Responsible parties: Traffic Operations Administrator, Traffic Engineering Administrator
 - Traffic Report Products:
 - Status of Traffic Signal management
 - Status of Traffic Sign management
 - Status of Striping and Marking program
 - Status of ITS/TMC
 - Status of Traffic Engineering Program
- System Maintenance Report
 - Responsible party: Maintenance Systems Engineer
 - System Maintenance Report Products:
 - Expenditure and Budget Update
 - Status of Preventative Maintenance
 - Pavement Early Failures
- System Performance Report
 - Responsible party: Management Systems Director
 - System Performance Report Products:
 - Pavement and Bridge Management Status
 - Pavement and Bridge Preservation Status
- Additional Status Reports: In addition to the reports listed above, status reports will be required on the topics listed below. These status reports will be delivered to the offices of the Assistant Secretary of Operations and the Chief Engineer. The responsibility for each of these status reports is listed in the Responsibility Matrix on the next page.
 - Security
 - Rest Areas
 - Ferry Services
 - Telecommunications
 - Worker Safety
 - Environmental Compliance
 - Complaints
 - Maintenance Standards
 - Equipment
 - Construction Work Zones

- Emergency Services
- DOTD Facilities

10.3 Responsibility Matrix

STAGE 6 – SYSTEM OPERATIONS AND PERFORMANCE RESPONSIBILITY MATRIX	
REPORTS	RESPONSIBLE
TRAFFIC	Traffic Operations Administrator Traffic Engineering Administrator
Traffic Signals Management	Traffic Services Engineer
Traffic Signing Management	Traffic Services Engineer
Striping & Marking Program	Traffic Services Engineer
ITS/TMC	ITS Engineer Manager
Traffic Engineering Program	Traffic Engineering Administrator
SYSTEM MAINTENANCE	Maintenance Systems Engineer
Expenditure and Budget	Maintenance Systems Engineer
Preventative Maintenance	Maintenance Systems Engineer
Early Failures	Maintenance Systems Engineer
SYSTEM PERFORMANCE	10 Management Systems Director
Pavement Management	Pavement Management Engineer
Pavement Preservation	Pavement Preservation Program Manager
Bridge Management	Bridge Management Engineer
Bridge Preservation	Structures and Facilities Engineer
MISCELLANEOUS SYSTEMS	
Security/Emergency Services	Emergency Services Coordinator
Rest Areas	Rest Area Program Manager
Ferry Services	Movable Bridge and Ferry Maintenance Engineer
Telecommunications	Telecommunications Director
Worker Safety	Loss Prevention Director
Environmental Compliance	Environmental Testing Engineer
Complaints	IT Mainframe Support
Maintenance Standards	Maintenance Systems Engineer
Equipment	DOTD Equipment Manager
Construction Work Zones	Systems Construction Engr.
Emergency Services	Emergency Services Coordinator
DOTD Facilities	Structures and Facilities Engineer